

SEPTEMBER 20, 2017

Lean Municipal Government Forum

Agenda

9:00 AM – 9:10 AM	<i>Introduction and agenda</i>	City of Grand Rapids Training Manager, Frank Coronado
9:10 AM – 9:15 AM	<i>Welcome message</i>	City Manager, Greg Sundstrom
9:15 AM – 9:45 AM	<i>Keynote</i>	Deputy City Manager and COO, Eric DeLong
9:45 AM – 10:00 AM	<i>Short break</i>	
10:00 AM – 10:30 AM	<i>Lean philosophy</i>	Gemba Academy's Director of Customer Success, Steve Kane
10:30 AM – 11:30 AM	<i>Lean culture change in municipal government</i>	City of Grand Rapids Inventory and Asset Manager, Alen Ganic
11:30 AM – 12:15 PM	<i>Lunch</i>	
12:15 PM – 2:30 PM	<i>Tour Water and Fire Departments</i>	Water tour topics: <ul style="list-style-type: none">• Inventory and cost reduction• Adding value for the customer• Eliminating the waste of waiting Fire tour topics: <ul style="list-style-type: none">• Daily visual management• A3 thinking• Rapid improvement
2:30 PM – 3:15 PM	<i>A3 in Municipal Government</i>	City of Grand Rapids Fire Department Strategic Planning Officer, Brad Brown
3:15 PM – 3:30 PM	<i>Short break</i>	
3:30 PM – 3:45 PM	<i>City of Grand Rapids Training Program</i>	City of Grand Rapids Training Manager, Frank Coronado
3:45 PM – 4:30 PM	<i>Open roundtable discussion on challenges and continuous improvement</i>	Opportunity to share your insights, network, and learn what other municipal continuous improvement practitioners are working on
4:30 PM – 5:00 PM	<i>Take Aways, Plus and Delta</i>	Gemba Academy's Director of Customer Success, Steve Kane

*Lunch and refreshments will be provided
Free parking is available at the Government Center Ramp*